

# I-Hotel

Northwestel's I-Hotel service is a symmetrical high-end Internet access service that completely bypasses the traditional ADSL/Cable based network. This means faster and more reliable service for hotel Internet users. Tailored for the hotel venue, I-Hotel provides multiple users with high speed Internet access and a full range of connectivity options.

## Key Features of I-Hotel versus ADSL

- Access speeds between 3 Mbps to 10 Mbps
- Scalable in 1 Mbps increments
- State-of-the-art backbone network
- Higher quality, dependable service
- Hotel access integration with other data network or customer premise equipment
- Connects to edge routers that interface directly with southern Internet links

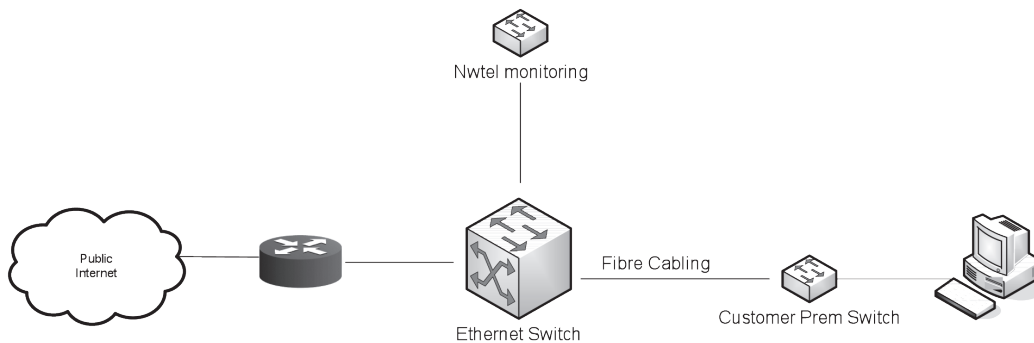
## I-Hotel Support

- Northwestel offers the hospitality segment 24/7 helpdesk support to help your customers access the Internet and troubleshoot.
- Northwestel can provide tent cards to direct guest inquiries to a 1-800 number at a cost of \$2<sup>45</sup> plus tax per room, per month.
- A Network Operations Control Centre (NOCC) can be reached 24/7 if network troubles are encountered. The NOCC will respond to your call within 30 minutes of receiving notification of the problem.

## Additional Features

A state-of-the-art traffic shaping and content filtering platform enables effective management of Internet traffic. This platform allows traffic to be streamlined, resulting in:

- Enhanced user experience
- Increased security and reliability
- Decreased usage cap cost



# Wireless Local Area Network (LAN)

Wireless LAN use is rising in the hotel industry as pressure increases for businesses to lower costs and support staff mobility. Wireless LAN is a simple solution that provides convenience and mobility while increasing productivity.

## Benefits

- Wireless LAN is scalable, so it can grow with your hotel
- Seamless integration with existing networks
- Regardless of project size, only one controller and the necessary amount of thin access points are required
- All features and management tools are built into the controller
- Customizable to suit your business needs
- Built-in firewall security
- Centralized encryption
- Low cost of ownership

# Voice Solutions – Mitel Platform

The Mitel Hospitality Solution is the ideal Hotel Solution. It provides an expandable and feature-rich voice solution that enables enhanced guest services while contributing to increased productivity and revenue.

## Make the Mitel Platform a Part of Your Team

Mitel has streamlined the hotel check-in process by providing immediate access to guest services. Further, an integrated auto-attendant enables prompt and professional customer service for the most common customer requests.

Let the Mitel solution enhance your hotel's image by increasing customer service and employee productivity. In turn, you will enjoy lower capital expenditures and operating costs.

- Wake-up calls
- Room statuses
- Property management system
- Auto log for guests
- Voice mail

## Contact Us

For more information on I-Hotel or other Hotel Solutions and how they can help your business, contact your Northwestel Account Executive.

Northwest Territories: **1-800-661-0790**  
Yukon and Northern BC: **1-877-959-7253**.